



IMPORTANT SAFETY RECALL

NHTSA Recall 25V-217

This notice applies to your vehicle, [REDACTED]

AUGUST 2025

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, we sent you a letter about this safety recall on your 2025MY NRR-EV truck. This letter is to inform you that parts are now available.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2025MY NRR EV vehicles. In the affected vehicles, the factory-filled coolant may be incompatible with coolant that was pre-filled in the EV drive motor cooling system prior to its delivery to the factory. As a result, the EV drive motor cooling system's coolant may develop a black gel-like substance that can adhere to the EV drive motor cooling system's coolant pump shaft, causing the coolant pump to seize. If this happens, coolant temperature may increase causing the vehicle control system to respond by illuminating the EV System Serious Malfunction Warning Light, the Reduced Power Warning Light and entering a reduced power mode to prevent thermal damage to the EV drive motor system components. Continued operation of the vehicle in this state results in a progressive reduction of motor torque, up to and including a total loss of propulsion, **increasing the risk of a crash.**

WHAT WE WILL DO

Your Isuzu dealer will flush out and replace the coolant in all three (3) vehicle cooling systems, replace the cooling pump in the EV drive motor cooling system, and if necessary, replace the coolant level sensors. Additionally, dealers will also install a new coolant caution plate under the cab and apply a sticker(s) into the Owner's and Driver's Manual that contains updated information and warnings. This service will be performed **free of charge.**

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB25-G-002. We estimate that the remedy may take up to 3 hours to perform, however additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate the nearest Isuzu dealer, you can visit our website at www.isuzucv.com or contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638**

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to <http://www.nhtsa.gov>.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

**Isuzu Commercial Truck of America, Inc.
Customer Relations Department
1400 S. Douglass Road, Suite 100, Anaheim, CA 92806 *1-866-441-9638**

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ISUZU

*1400 South Douglass Road, Suite 100
Anaheim, California 92806*

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IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



SAFETY RECALL NOTICE



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 106 ANAHEIM, CA

POSTAGE WILL BE PAID BY ADDRESSEE



ISUZU COMMERCIAL TRUCK, INC.
CUSTOMER RELATIONS
PO BOX 66011
ANAHEIM CA 92816-9900

